Front Pricing Packages

Select the right plan for your business

Starter

$19 USD*

* per person, per month, billed annually, minimum 2 users.

For growing businesses with under 10 teammates that need a shared view of conversations.

- Connect unlimited email, SMS, and social media accounts to Front
- Assign, comment, and @mention
- Enable most integrations (except CRM, Voice) and build your own
- Use basic rule templates to move, tag, and archive messages

Prime

$49 USD*

* per person, per month, billed annually, minimum 5 users.

For small teams looking to scale and optimize their customer communication.

All the benefits of Starter, plus:

- Enable any integration
- Build custom rules
- Automate workflows with SLAs and advanced workflow templates
- Measure response times, inbox volume, and trends with analytics

Enterprise

CONTACT SALES

For sophisticated organizations that require streamlined administration and centralized controls.

All the benefits of Prime, plus:

- Streamline administration with centralized controls
- SAML-based single sign on (SSO)
- Designated account team
- Tailored onboarding services

Team collaboration	Starter	Prime	Enterprise
Maximum number of users on plan	10	50	Any team size
Minimum number of users on plan	2	5	10
Team inboxes for communication channels	✓	✓	✓
Assign conversations for accountability	✓	✓	✓
@Mention teammates in internal comments	✓	✓	✓
Organize messages with shared teams tags	✓	✓	✓
Message templates for your team	✓	✓	✓
Share message drafts to edit them together	✓	✓	✓
Real-time collision detection for responses	✓	✓	✓
Read receipts and follow up reminders	✓	✓	✓
Team contact manager with CSV import	✓	✓	✓
Workflow automation	**Starter**	**Prime**	**Enterprise**
Maximum number of workflow rules	Unlimited	Unlimited	Unlimited
Rule library templates	✓	✓	✓
Custom rules	–	✓	✓
Advanced rule triggers and actions (assignments, time-based, etc.)	–	✓	✓
Response time SLA rules	–	✓	✓
Load balancing rules for faster responses	–	✓	✓
Automatic shift transition management	–	–	✓
Mail merge sequences for email channels	–	✓	✓
Views	–	–	✓
Company rules	–	–	✓
Team channel types	**Starter**	**Prime**	**Enterprise**
Unlimited team channels	✓	✓	✓
Office 365 and Outlook distribution lists	✓	✓	✓
Gmail and Google Groups	✓	✓	✓
Facebook Page messages	✓	✓	✓
Twitter and Twitter Direct Messages	✓	✓	✓
Front Chat for website or in-app messaging	✓	✓	✓
Remove branding from Front Chat widget	–	✓	✓
3rd-party chat (Drift, Intercom, Smooch)	✓	✓	✓
Web form (customizable contact form)	✓	✓	✓
Twilio SMS text messaging	✓	✓	✓
Twilio WhatsApp messaging	✓	✓	✓
Google Play Store app reviews	✓	✓	✓
3rd-party call activity (Talkdesk, Dialpad, etc.)	–	✓	✓
Custom channels with Front API	✓	✓	✓
Individual productivity	**Starter**	**Prime**	**Enterprise**
Desktop app access (Mac, Windows, and web)	✓	✓	✓
Mobile app access (iOS, Android)	✓	✓	✓
Private inbox for individual email account	✓	✓	✓
Assign and @mention teammates on emails	✓	✓	✓
Organize emails with private tags and rules	✓	✓	✓
Calendar integration (Office 365 or Google Calendar)	✓	✓	✓
Private contact manager with CSV import	✓	✓	✓
Read receipts, reminders, and auto-replies	✓	✓	✓
Private message templates	✓	✓	✓
Snooze and schedule emails to send later	✓	✓	✓
Private mail merge sequences	–	✓	✓
Private inbox analytics	–	✓	✓
Integrations & API	**Starter**	**Prime**	**Enterprise**
60+ integrations in Front in-app directory (excluding CRM and Automation)	✓	✓	✓
CRM integrations (Salesforce, HubSpot, Pipedrive, Zoho, Base)	–	✓	✓
Automation integrations (Zapier, webhooks)	–	✓	✓
Phone integrations (Dialpad, Talkdesk, etc.)	–	✓	✓
API access and custom plugins	✓	✓	✓
Number of team channels included	50	100	200
Admin controls & insights	**Starter**	**Prime**	**Enterprise**
Manage users, settings, and permissions	✓	✓	✓
Configure team settings, rules, and tags	✓	✓	✓
Enable integrations and control API tokens	✓	✓	✓
SPF/DKIM deliverability settings	✓	✓	✓
Custom SMTP server settings	✓	✓	✓
Two-factor authentication	✓	✓	✓
In-app billing management	✓	✓	✓
Customizable analytics reports	–	✓	✓
Set business hours for metrics reporting	–	✓	✓
Data exports	–	✓	✓
Shift management and scheduling	–	–	✓
Reporting based on teammate shift hours	–	–	✓
OAuth-based SSO (Google and Office 365)	✓	✓	✓
SAML-based SSO	–	–	✓
SCIM Provisioning	–	–	✓
Custom user permission roles	–	–	✓
Teammate templates for one-click user setup	–	–	✓
Separate users into multiple Teams	–	–	✓
IP restrictions	–	–	✓
Support & training	**Starter**	**Prime**	**Enterprise**
Email support	✓	✓	✓
Help center guides and training webinars	✓	✓	✓
Programmatic onboarding resources	✓	✓	✓
Onboarding services	–	Purchase required	✓
In-app chat support	–	–	✓

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